

Relay service is critical and getting better each day. However some of the rulings are not helpful. Operators need at the request of the recipient of the call.. the ability to convey their impression of the emotional tone of the caller. (Sad, angry, frustrated)

Secondly, the relay operators often are our ONLY method of getting information from people when we're in a business office. The role of Relay should be broadened to include being able to dial them to "hear" what my doctor, lawyer.. or whomever I am meeting with. These calls could be given a limited duration (10 minutes) with extra time charged to the phone like a long distance call. Since there aren't enough captioners to provide services in so many locations and paying is prohibitive/disincentive ... this would make access for all that was an incentive for getting us good communication where needed.